



Production Book V (ABC-C Production Numbers)

Productivity Enhancement Division

ABC-C Retirement (Vol/Invol) Actions Received, Completed and Open for June 2001

REGION	30-May Open	June			
		Rec'd	*Critical Workload	Completed	Open
ANCR	73	41	23	55	59
NC	82	46	17	77	51
NE	129	64	44	108	85
SC	130	39	25	70	99
SE	208	119	31	129	198
SW	156	49	5	163	42
WEST	74	43	22	58	59
CONUS	852	401	167	660	593
EUR	9	7	2	4	12
KOR	6	1	2	3	4
PAC	21	10	2	20	11
OCONUS	36	18	6	27	27
TOTAL ARMY	888	419	173	687	620

* Critical Workload = Number of retirements required in June that should be sent to DFAS

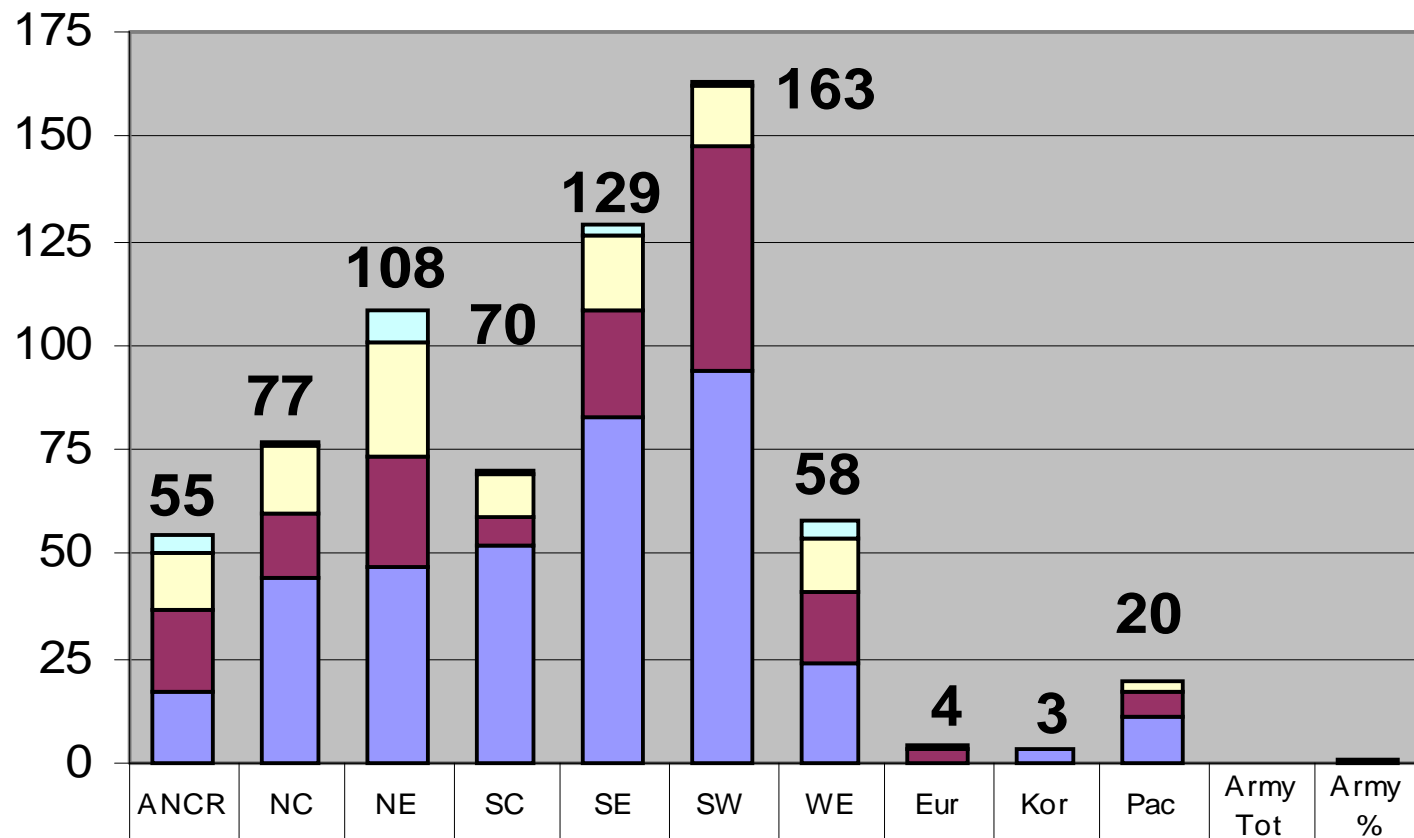
4 Critical actions were not completed in June

1 Critical actions were completed in June and not sent to DFAS

38 Critical actions were sent late to DFAS (11 days past DOR)

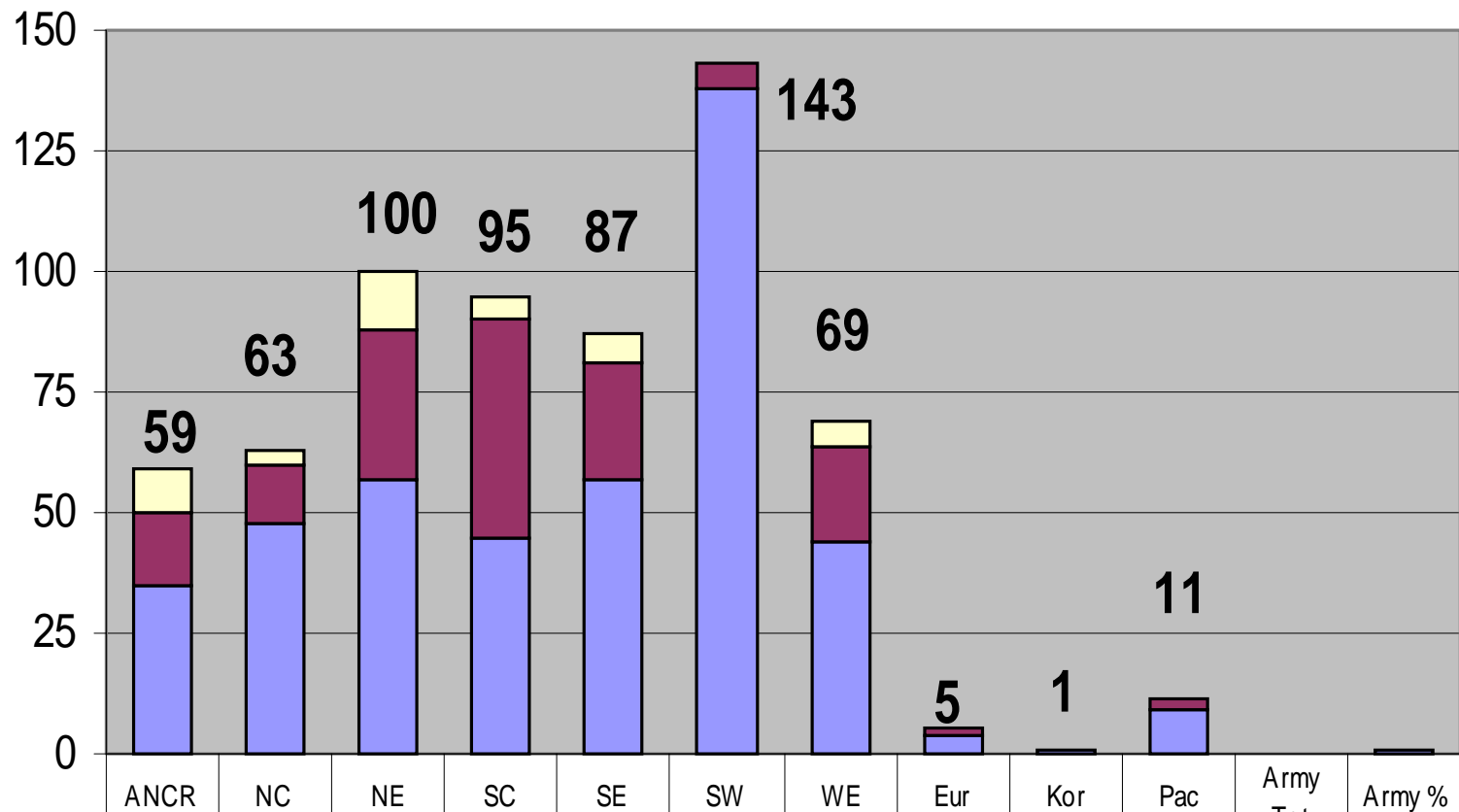
Retirement (Vol/Invol) Actions Completed in June (Employee Submission Breakout)

**Number
of
Actions**



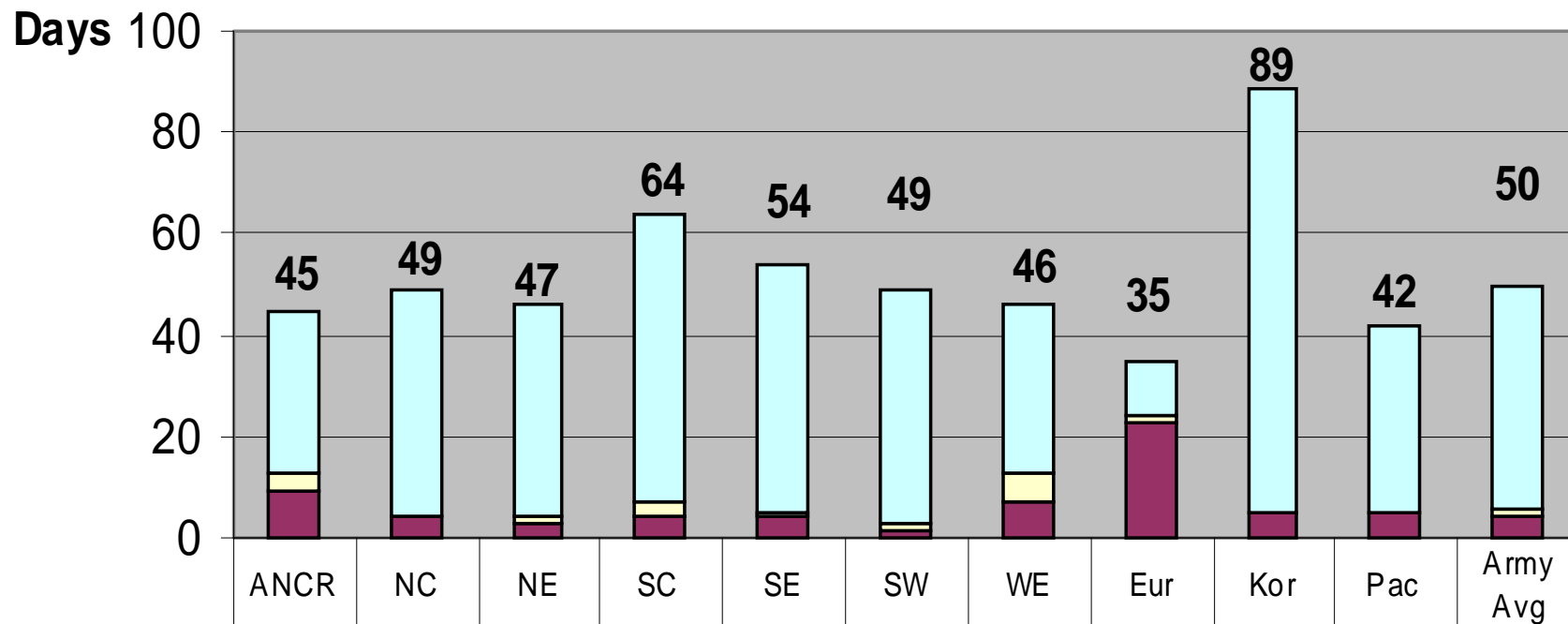
Total	55	77	108	70	129	163	58	4	3	20	687	
■ On or After DOR	5	1	7	1	3	1	4	0	0	0	22	3%
■ 1 to 30 Days Prior to DOR	13	16	28	10	18	14	13	1	0	3	116	17%
■ 31 to 60 Days Prior to DOR	20	16	26	7	25	54	17	3	0	6	174	25%
■ > 60 Days Prior to DOR	17	44	47	52	83	94	24	0	3	11	375	55%

Retirement (Vol/Invol) Actions Sent to DFAS in June (ABC-C Submission Breakout)



Total	59	63	100	95	87	143	69	5	1	11	633	
■ >10 Days After DOR	9	3	12	5	6	0	5	0	0	0	40	6%
■ 1-10 Days After DOR	15	12	31	45	24	5	20	1	0	2	155	24%
■ 0-14 Days Prior to DOR	35	48	57	45	57	138	44	4	1	9	438	69%

Retirement (Vol/Invol) Process Time for June (Initial Date to Completion Date)

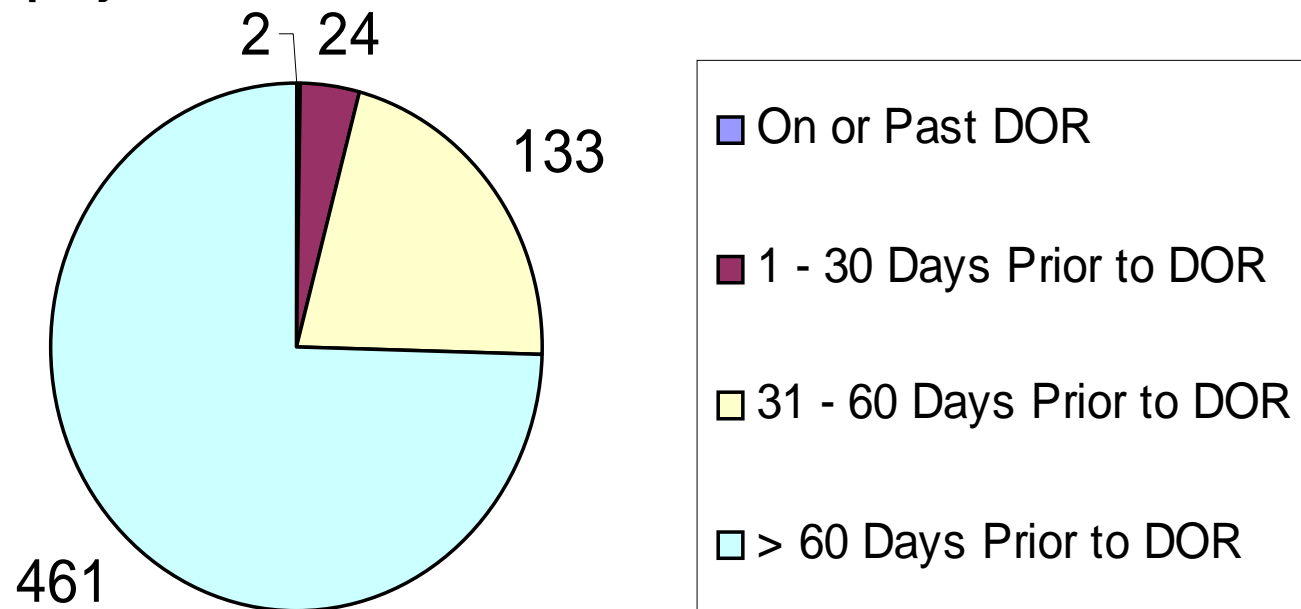


Total Actions	55	77	108	70	129	163	58	4	3	20	687
Avg Total Days	45	49	47	64	54	49	46	35	89	42	50
█ Avg ABC-C Time	32	45	42	57	49	46	33	11	84	37	44
█ Avg Employee Time	4	0	1	3	1	1	6	1	0	0	2
█ Avg CPOC Time	9	4	3	4	4	2	7	23	5	5	4

183 out of 687 Vol/Invol Retirements Actions were received to ABC-C incomplete

Open Retirement (Vol/Invol) Actions for June (Employee Submission Breakout)

Employee Submission into ABC-C Prior or After DOR



620 Total Open Actions as of 6/30/2001

Retirement (Vol/Invol) Actions for June (Employee Submission Breakout by Installation)

CPOC	Code	Installation	Total	> 60 Days Prior	31 to 60 Days Prior	1 to 30 Days Prior	On or After	Total not met	% not met
ANC	AE	HQ AMC/ARO	7	2	1	3	1	4	57.1%
ANC	AN	WALTER REED	3		2	1		1	33.3%
ANC	AS	FT BELVOIR	8	4	4			0	0.0%
ANC	BF	FT MEAD	2		1		1	1	50.0%
ANC	FL	COE WASHINGTON	6	3	1	1	1	2	33.3%
ANC	FP	FT MYER	1	1				0	0.0%
ANC	HT	OSA/FOR SCI&FLD SPT	28	7	11	8	2	10	35.7%
EUR	HM	HEIDELBERG	2		2			0	0.0%
EUR	HU	KAISERSLAUTERN	1			1		1	100.0%
EUR	JU	BENELUX	1		1			0	0.0%
KOR	EZ	TAEGU	1	1				0	0.0%
KOR	FD	SEOUL	1	1				0	0.0%
KOR	FK	CAMP HUMPHREYS	1	1				0	0.0%
NC	BG	ROCK ISLAND	18	12	5	1		1	5.6%
NC	BV	TANK AUTO CMD	20	5	4	11		11	55.0%
NC	DE	FT MCCOY	28	18	6	3	1	4	14.3%
NC	GB	COE PITTSBURGH	4	2	1	1		1	25.0%
NC	GG	COE ST PAUL	2	2				0	0.0%
NC	GN	COE HUNTINGTON	5	5				0	0.0%
NE	AC	ARL HARRY DIAMOND	3	3				0	0.0%
NE	AG	ABERDEEN PG	19	12	3	3	1	4	21.1%
NE	AI	TOBY HANNA/SENECA	5	3			2	2	40.0%
NE	AJ	WATERVLIET	2	2				0	0.0%
NE	AL	FT MONMOUTH	15	9	3	3		3	20.0%
NE	BA	PICATINNY	19	4	3	10	2	12	63.2%
NE	BB	FT DETRICK	7	3	1	3		3	42.9%
NE	BD	FT DIX	5	2	2	1		1	20.0%
NE	BN	FT DRUM	2	1			1	1	50.0%
NE	BR	WEST POINT	6	1	3	2		2	33.3%
NE	CA		1	1				0	0.0%
NE	DB	NATICK	3	1	2			0	0.0%
NE	DQ	CARLISLE BARRACKS	1	1				0	0.0%
NE	EA	FT BENNING	1			1		1	100.0%
NE	FS	COE NEW YORK	1		1			0	0.0%
NE	FT	COE BUFFALO	3	2			1	1	33.3%

* Employee's receiving support other than ABC-C support from this installation

Retirement (Vol/Invol) Actions for June (Employee Submission Breakout by Installation) Con't

CPOC	Code	Installation	Total	> 60 Days Prior	31 to 60 Days Prior	1 to 30 Days Prior	On or After	Total not met	% not met
NE	FU	COE NEW ENGLAND DISTRICT	2		1	1		1	50.0%
NE	FW	COE NORFOLK	2		1	1		1	50.0%
NE	GA	COE PHILADELPHIA	4	2	2			0	0.0%
NE	GE	COE BALTIMORE	5		2	3		3	60.0%
NE	KD	COE DETROIT	2		2			0	0.0%
PAC	EV	FT RICHARDSON	3	3				0	0.0%
PAC	EW	FT SHAFTER	14	6	5	3		3	21.4%
PAC	FC	CAMP ZAMA	3	2	1			0	0.0%
SC	BK	MICOM/REDSTONE	20	15	3	2		2	10.0%
SC	BS	PINE BLUFF	3	3				0	0.0%
SC	DL	FT CAMPBELL	3	2		1		1	33.3%
SC	DM	FT KNOX	21	18		3		3	14.3%
SC	EP	FT POLK	1		1			0	0.0%
SC	GH	COE KANSAS CITY	3	2		1		1	33.3%
SC	GI	COE ST LOUIS	1	1				0	0.0%
SC	GJ	COE LOUISVILLE/CHICAGO/CINC	2		2			0	0.0%
SC	GM	COE NASHVILLE	2	2				0	0.0%
SC	GR	COE VICKSBURG	8	5	1	1	1	2	25.0%
SC	GY	COE NEW ORLEANS	3	3				0	0.0%
SC	HT	OSA/FOR SCI&FLD SPT	1			1		1	100.0%
SC	KA	FT LEONARD WOOD	1	1				0	0.0%
SC	RS	ARPERSCOM	1			1		1	100.0%
SE	AH	ANNISTON	3	1	1	1		1	33.3%
SE	AQ	FT LEE	4	4				0	0.0%
SE	AR	FT MONROE	7	5	2			0	0.0%
SE	AW	FT BUCHANAN	1	1				0	0.0%
SE	DN	FT BRAGG	6	4	1	1		1	16.7%
SE	DP	Sunny Point (Southport)	4	3		1		1	25.0%
SE	DU	FT JACKSON	6	3	2	1		1	16.7%
SE	DV	FT MCPHERSON	7	4	2		1	1	14.3%
SE	DW	FT STEWART	44	33	7	3	1	4	9.1%
SE	DZ	FT GORDON	7	5	1	1		1	14.3%
SE	EA	FT BENNING	15	8	5	2		2	13.3%
SE	EG	FT RUCKER	13	7	2	3	1	4	30.8%
SE	EQ	FT BLISS	1	1				0	0.0%
SE	ER	FT EUSTIS	2	2				0	0.0%

* Employee's receiving support other than ABC-C support from this installation

Retirement (Vol/Invol) Actions for June (Employee Submission Breakout by Installation) Con't

CPOC	Code	Installation	Total	> 60 Days Prior	31 to 60 Days Prior	1 to 30 Days Prior	On or After	Total not met	% not met
SE	GK	COE SAVANNAH	3	1		2		2	66.7%
SE	GP	COE WILMINGTON	3	1		2		2	66.7%
SE	GU	COE MOBILE	1		1			0	0.0%
SE	GV	COE JACKSONVILLE	2		1	1		1	50.0%
SW	AA	CORPUS CHRISTI	6	2	1	3		3	50.0%
SW	BG	ROCK ISLAND	1	1				0	0.0%
SW	BT	MCALESTER	1	1				0	0.0%
SW	DX	RED RIVER	2		1		1	1	50.0%
SW	EF	FT HOOD	15	8	4	3		3	20.0%
SW	EI	FT CARSON	5	3	2			0	0.0%
SW	EK	FT SILL	67	31	34	2		2	3.0%
SW	EM	FT RILEY	27	24	3			0	0.0%
SW	EQ	FT BLISS	9	6	2	1		1	11.1%
SW	EX	FT LEAVENWORTH	6	4	2			0	0.0%
SW	FR	FT SAM HOUSTON	12	7	2	3		3	25.0%
SW	GG	COE ST PAUL	1	1				0	0.0%
SW	GK	COE SAVANNAH	1	1				0	0.0%
SW	HB	COE FT WORTH	6	4	1	1		1	16.7%
SW	HI	COE OMAHA	4	1	2	1		1	25.0%
WE	AS	FT BELVOIR	1	1				0	0.0%
WE	BW	WHITE SANDS	6	2	1	2	1	3	50.0%
WE	DJ	DUGWAY	1		1			0	0.0%
WE	DS	SIERRA	1	1				0	0.0%
WE	EJ	FT HUACHUCA	9	6	1	2		2	22.2%
WE	EU	FT LEWIS	10	5	5			0	0.0%
WE	EY	DEF LANG PRESIDIO MONTEREY	2	1			1	1	50.0%
WE	FL	COE WASHINGTON	1				1	1	100.0%
WE	FQ	TOOELE	13	3	4	5	1	6	46.2%
WE	HE	COE PORTLAND	5	2	3			0	0.0%
WE	HF	COE SEATTLE	2	1	1			0	0.0%
WE	HG	COE WALLA WALLA	2	1		1		1	50.0%
WE	KC	COE SACRAMENTO	5	1	1	3		3	60.0%
		TOTAL	687	375	174	116	22	138	20.1%

* Employee's receiving support other than ABC-C support from this installation

Other Workload
Received, Completed and Open for June 2001

Type of Action	31-May Open	June		
		Rec'd	Completed	Open
Disability Retirements	76	79	106	49
Estimates	421	397	481	337
Deaths	66	34	29	71

* Complete Actions:

For Disability Retirements used Preliminary Completed Date

For Estimates used Final Completed Date

For Deaths used Date sent to DFAS

Phone Call Summary (IVRS)

June 2001

	Incoming Calls	Answered Calls	% Answered	Avg Wait to Answer	Abandoned Calls	% Abandoned	Avg Wait to Abandon
Total	73,275	70,668	96%	42 Sec	2607	4%	1 Min 43 Sec
Automated Call System	65581	63191	96%	29 Sec	2390	4%	1 Min 42 Sec
Counselor Assisted	7694	7477	97%	2 Min 32 Sec	217	3%	1 Min 57 Sec
Counselor Assisted Summary:	Incoming Calls	Answered Calls	% Answered	Avg Wait to Answer	Abandoned Calls	% Abandoned	Avg Wait to Abandon
Retirement	1892	1877	99%	2 Min 36 Sec	15	1%	2 Min 19 Sec
TSP	3265	3241	99%	2 Min 24 Sec	24	1%	2 Min 24 Sec
FEHB	1148	1139	99%	2 Min 29 Sec	9	1%	3 Min 3 Sec
FEGLI	320	320	100%	2 Min 43 Sec	0	0%	0 Min 0 Sec
Others	33	33	100%	2 Min 35 Sec	0	0%	0 Min 0 Sec
CPAC/CPOC	1036	867	84%	3 Min 2 Sec	169	16%	1 Min 45 Sec
Total	7694	7477	97%	2 Min 32 Sec	217	3%	1 Min 57 Sec

ABC-C Monthly Web Stats

Month	FEGLI Contacts	FEGLI Transactions	FEHB Contacts	FEHB Transactions	TSP Contacts	TSP Transactions
Jun-01	38,672	651	48,366	2,094	124,517	12,226
May-01	8,604	514	10,530	1,255	10,809	1,582
Apr-01	5,253	444	6,796	1,365	9,097	103
Mar-01	5,364	542	7,401	1,621	7,436	114
Feb-01	4,633	246	6,711	146	5,440	N/A